



05.01.012 Medical Care Payments

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Version
2017.1

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Approved By
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Purpose

To establish the policy for accepting voucher payments from the State Travel Office or official agent for passage and cabin purchases. The State Travel Office processes payments for Alaska Medicaid claims.

Scope

Customer Service Agents, Terminal Agents, AMHS Auditor, DOA Fiscal Staff

Policy

- I. The Alaska Marine Highway will accept as a form of payment a voucher, or purchase order (PO), issued by the State Travel Office or official agent for medical reservations including passage and cabin purchases. This policy includes medical reservations made by Search and Annette Island Service Unit.
 - a. Purchase order payments are not accepted for purchases made onboard the vessel.
 - b. See P&P 05.02.022 for the policy on authorized use of purchase orders for payments.
- II. The office making the booking will determine what is authorized for payment by them, and what is paid for by the passenger.
 - a. Cabins and vehicles are rarely authorized.
 - b. Meals are not authorized.
- III. Bookings will be made through the AMHS Juneau Reservations Office.
 - a. Bookings made within 4 hours of a departure will be made through the departure terminal.
 - b. Terminals may handle medical reservations if the travel will take place before the Juneau Reservations Office opens again, or it is within the 4 hour timeframe prior to departure.
- IV. Payments:
 - a. The booking holder must be the travel office making payment, not the traveler.
 - b. Purchase orders must be emailed or faxed the same day as the booking was made to the Juneau Reservations Office. See P&P 05.01.010.
 - c. Bookings made at the terminal must have the purchase order sent to the terminal and received the same day.
 - d. Purchase Orders must be received before travel. If the PO has not been received then another form of payment must be used or the booking cancelled. Travel is not allowed on unpaid bookings.
 - e. Purchase Orders must include the following:
 - i. Voucher number.
 - ii. Booking number.
 - iii. Travelers name.
 - iv. Date of travel and routing.
 - v. Total amount covered.
 - vi. An Accounts Receivable code "002140" to denote Medicaid Travel.
- V. Cancellation and fee change penalties do not apply to medical reservations. See P&P 05.01.030.
- VI. Refunds must be requested through the Juneau Reservations Office.

Responsibilities

1. Customer Service Agents:
 - a. Booking:
 - i. Makes travel arrangements for medical bookings.
 1. Ensure the appropriate codes, flags, and/or other notifications are in place on the booking.
 - b. Payments:
 - i. Receives and posts purchase order payments.
 1. Adjust the booking owner information to the travel office.
 - ii. Sends purchase orders to finance office at KCO.
2. Terminal Agents:
 - a. Makes travel arrangements for medical bookings when Juneau Reservations is closed and travel will occur before Reservations opens again, or it is within 4 hours prior to departure.
 - i. Follows guidance in above paragraph #1.
3. AMHS Auditor and Department of Administration(DOA), Fiscal Staff:
 - a. Processes purchase orders for billing.
 - b. Accepts payment for billed invoices.

Forms

None

Revision History

Supersedes CSP&P 5-7
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References

None